

Section 16

On Road – Pickup – Start the Car

- I. **Move out without delay**
 - A. If you planned ahead, there is no need for you to recheck, reposition, or reread any of the delivery packages when you return to the car. Proceed directly with your start car routine.
 - B. Do not record or use EDD views while in the car.
 - C. Place the DIAD in the holder while getting into the seat.
 - D. Recheck in front of the car to see if conditions have changed.
- II. **Start car**
 - A. **Seat belt and ignition sequence:**
 - Gasoline Cars**

If a 3-point harness seat belt is installed, first fasten the seat belt and then insert the ignition key. For single lap belts, buckle the seat belt while inserting the ignition key.
 - Diesel Cars**

Insert the ignition key, turn to the on position and then fasten the seatbelt.
 - B. Look over your left shoulder, scan the area, and check your mirrors for traffic conditions. Proceed into traffic when it's safe to do so.

Section 17 Inside PM

- I. **Have a set routine**
 - A. Follow your center's set routine when you arrive back at the center. Follow local procedures for car wash, fueling, Air recovery, exceptions processing and check-in.

- II. **Proceed to your final car position**
 - A. Record the time you returned to the building (crossed property line) and the ending mileage when you stop at your first designated area.
 - B. Unload all designated packages at their appropriate recovery site.
 - C. Park your car in the final position. If this is at the dock, position your car flush against the dock.
 - D. Open the rear door.
 - E. Turn off engine.
 - F. Make sure the carry aid is secured in the bulkhead position.

- III. **Post-trip your car**
 - A. Turn on your lights and four-way flashers to verify that they are in working order.
 - B. Make one trip around your car in a stopped position to check for obvious scratches, or leaks, and the condition of your lights.
 - C. Return to the cab.
 - D. Complete and sign the DVIR and remove the yellow copy.
 - E. Turn off your lights, four-way flashers, cargo lights and cab lights.
 - F. Make sure the keys are left in the prescribed location.
 - G. Verify that all hazardous material shipping papers have been removed from the car.
 - H. Always remove any trash from the package car at the end of the day.

- IV. **Process packages not delivered**
 - A. Process all exception and non-deliverable packages.

- B. Follow your center's procedures for handling these packages.
- C. Unload Same Day Will Calls from the car and place in the designated area.
- D. Follow local center send again procedures.
- E. If a hazardous material package is a send again, and is left on the car, make sure that its corresponding shipping papers are left in the hazardous material pouch in the cab.

V. Process packages requiring inspection

- A. Follow your center's plan for unloading all high-declared-value, hazardous materials, Delivery Change Requests (DCR) and other packages that require inspection.

VI. Complete the C.O.D. turn-in

- A. Do a complete C.O.D. turn-in in accordance with your center's procedures.

VII. Report the condition of your car

- A. Follow the prescribed turn-in procedure for your copy of the DVIR.

VIII. Make a complete turn-in

- A. Follow the prescribed turn-in procedure for all your paperwork.
- B. Follow local procedures for any Drop Box cash collected during the day.
- C. Complete your Preload Communication Card to let the preload know of any problems with the load.
- D. Complete these tasks while making one trip through the turn-in area and handling presorted paperwork a minimum number of times.

IX. Discuss volume leads and service problems

- A. Inform the appropriate person(s) of any potential volume leads you noticed or service problems you encountered in your area.
- B. Review any Drop Box condition concerns with your supervisor.

X. Complete your DIAD time card

- A. Complete all necessary time card information. Verify that your time card information is correct.
- B. Clean the DIAD as required with materials from the DIAD cleaning station.
- C. Punch out.
- D. Do not "Stop Complete" pickup stops you did not make.
- E. Return your DIAD to its proper location.

Section 18

TP-60 Trailer Coupling and Uncoupling

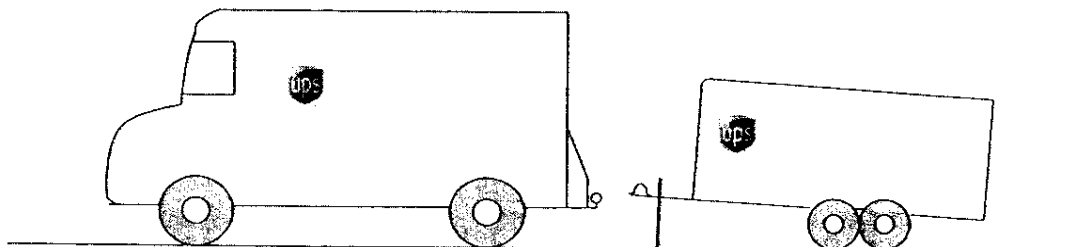
This section outlines the procedure necessary to complete the coupling and uncoupling of a TP60 trailer. The preferred vehicle to couple to a TP60 is the P70.

NOTE: Follow the prescribed package car "secure" and "prepare" methods when coupling or uncoupling a TP60. This includes proper use of the seat belt and parking brake, and removal of the ignition key before exiting the vehicle. Couple the TP-60 to the package car, then performs the pre-trip of the TP-60.

I. TP60 Trailer Coupling

NOTE: Follow local operating procedure to ensure that you are connecting to the correct TP60.

- A. Line the package car up with the TP60 trailer, while watching the rear-view camera monitor, so that the trailer hitch ball and trailer hitch are in line and approximately one foot away from each other. Secure the package car and remove the ignition key.
- B. Turn on the parking lights and four-way flashers.
- C. Walk to the rear of the package car.
- D. Some vehicles (such as the P80) have a detached hitch that must be attached to the vehicle. If this is necessary, open the rear door of the package car and obtain the trailer hitch. Slide the hitch into the receiver and secure it with the clevis pin.
- E. Lift and secure the rear bumper grate over the trailer hitch ball, if applicable.
- F. Check the draw bar, coupler, and ball for damage.
- G. Adjust the TP60 trailer hitch height in relation to the trailer hitch ball on the rear of the package car, so that the hitch is higher than the trailer hitch ball, as shown below.



- H. Observe the alignment between the trailer hitch ball and the trailer hitch to determine if any side-to-side adjustments will be needed during the final package car movement.
- I. Return to the cab of the car, prepare for travel, and back up the package car, while watching the rear-view camera monitor, so that the trailer ball is underneath the TP60 trailer hitch.
- J. Secure the vehicle and remove the ignition key.
- K. Walk to the TP60 and open the trailer hitch lock assembly.
- L. Lower the trailer hitch onto the trailer ball and lock the trailer hitch.
- M. Visually inspect the coupling. **NOTE:** It may be necessary to move the trailer or package car to get the hitch and lock to completely seat.
- N. Completely retract the trailer landing gear and lock it up in the travel position.
- O. Hook the safety chains to the eye hooks on the package car hitch. Hook the chains so that they are crossed with the latches facing out. Also, hook them so that they (1) do not drag on the ground, and (2) have enough slack to prevent binding and brake lock-up during hard turns.
- P. Hook the brake safety chain to the bumper grate and release the brake lever on the TP60.
- Q. Plug in the light cord.
- R. Return to cab, turn off the parking lights and four-way flashers.

NOTE: In some operations, a ball lock is used to lock the TP60 to the package car. Refer to local operating procedures for further direction on how and when to use a lock.

II. TP60 Trailer Pre-Trip Inspection

Walk down the roadside of the trailer making the following inspections. As you move around the TP60 trailer check for damage and that the trailer is not leaning to one side.

- A. Inspect roadside of trailer for reflectors and lights.
- B. Inspect roadside tires for tire pressure, cuts, and abrasions.
 - 1. Make sure the valve stem cap and wheel nuts are present.
 - 2. Visual check to ensure no cracks to the rim. Also check for evidence of "rust tracking" from the lug nuts indicating that the lug nuts could be loose and require tightening.

- C. Inspect rear of trailer for signal lights, brake lights, marker lights, clearance lights and tail lights. Ensure that the door is properly closed.
- D. Inspect the curbside of the TP60 trailer in the same manner as the roadside.
- E. Lift the king box cover and check for the hazmat pouch, which will contain shipping papers for any hazmats loaded in the TP60. (If there are no hazmats loaded, an empty pouch should be in the king box.)



Driver Vehicle Inspection Report (DVIR)

- F. If problems were reported with a vehicle the day before, verify that the Automotive Department fixed them. If not, contact your supervisor.
- G. If any safety related problems or potential road call items were discovered during your pretrip, notify your supervisor immediately.
- H. Return to the cab and activate the trailer electric brake controller. Insert the ignition key and start the engine.
- I. Pull ahead and apply the TP60 brakes with the trailer electric brake controller.

III. TP60 Trailer Disconnect and Post-Trip

- A. Secure package car. Turn on the parking lights and four-way flashers. Remove the ignition key.
- B. Exit the curbside of the package car.
- C. Make a post-trip inspection of the trailer:

1. Inspect for damage.
 2. Inspect marker lights.
 3. Inspect four-way flashers.
 4. Inspect wheels and tires.
- D. Unplug the light cord.
- E. Remove the brake lever safety chain and lock the parking brake on the TP60.
- F. Remove the safety chains, and store them by hooking them onto the TP60 so that they do not drag.
- G. Unlock the trailer hitch.
- H. Lower the trailer landing gear leg. Raise the trailer hitch high enough to clear the trailer hitch ball and lock the hitch.
- I. Pull the package car ahead approximately three feet. Secure the vehicle and remove the ignition key.
- J. Exit the car, and walk to the rear of the car. Lower and lock the rear bumper grate over the trailer hitch ball.
- K. Some vehicles (such as the P80) have a detached hitch that must be removed from the vehicle. If this is necessary, remove the hitch and store it in the package car or the TP60, depending on local operating procedure.
- L. Complete and turn in a Driver Vehicle Inspection Report (DVIR) for the TP60.

Conclusion

We cannot overstate the importance of continuously developing skill in our jobs. Survival in the worldwide competitive market depends on constant improvement. Leadership in this market is based, in part, on our company's ability to improve -- to widen the gap between UPS and our competitors.

Our methods provide a firm foundation on which we can improve. Practicing these methods allows us to be more efficient and effective in handling the repetitive tasks associated with the work we do. These methods must become automatic -- habit.

We believe that UPS people are the best. And when the best have been given the right tools and training, they perform their jobs better than anyone else can. We're doing that today. Our challenge is to continue to do that tomorrow, and all the days that follow.

You play a key role in building our success as a company. Thank you for your careful attention to the methods presented here.

Although these methods are written for Service Providers, they are also originated by Service Providers. Send recommendations for changes to your engineering manager through your center manager or operations manager. Your ideas and comments are valued.

Stop Recording Procedures

DELIVERY

- **Missed Packages Recording - (DIAD Instruction) Key** the address (or if EDD site scan the package), scan the package, press the "NonDel" Soft key, select other, select the appropriate "Missed" for misloads or missed packages.
 - ✓ **Misloads, Off and On Area** - where no attempt is made or an attempt is made outside of business hours.
 - This is a Missed package and is not to be recorded as any type of stop.
 - Communicate the misload information by using the DIAD Preload Communication screen or Preload Communication Card at the end of day.
 - ✓ **Outside business hours** - Any package that is attempted for delivery outside of normal business hours (i.e., before 9:00 a.m., between 12 and 1:00 p.m. or after 5:00 p.m.) is a Missed package and is not to be counted as a stop (except for Early AM).
 - ✓ **Never Attempted** - Any package that is out for delivery but never attempted is a Missed package, not a stop. It is to be recorded as Missed. The service provider will receive credit for recording the package but not for completing the stop.
 - A Return Service or a Call Tag is a package and if not attempted should be recorded as Missed.
- **Duplicate Stop Recording - (DIAD Instruction) Use** the Duplicate Soft key from the "Room" field on the address screen to record as a Duplicate Stop. DUP will display under the Room Field.
 - ✓ **Returning to an address** to make a 2nd attempt for any not ready CODs and Return Services or Call Tags is recorded as a duplicate stop.
 - ✓ **Returning to an address with a misload or found in load** package is recorded as a duplicate stop.
 - ✓ **A chance occurrence of a consignee meeting a service provider** and requesting their package after an attempt has been made earlier that day is recorded as a duplicate stop.
 - ✓ Any non deliverable stop (i.e., NI1, NSN, etc.) that is attempted a 2nd time on the same day is to be recorded as a duplicate except for 2nd attempts for time committed products.
 - ✓ **Mis-Delivery Package Recording** - Any misdelivered package that is retrieved and re-delivered to the correct address:
 - The package must be voided at the misdelivered stop. If it was a single package delivery, the stop will be voided.
 - Follow the Made Simple Procedures - "Correcting Misdelayed Packages On Road" to create the package exception information. Complete the stop by recording it as Duplicate.
 - When making the delivery to the correct location, record the stop by following standard recording methods.
- **Individual Stop Recording**
 - ✓ **Returning to an address to make a 2nd attempt for time committed products** is recorded as a stop.
 - Deliveries of time committed packages must be attempted even if the location is a known closed. Early AM packages that cannot be delivered on the 1st attempt must have a second attempt made within one hour after the committed delivery time. For other time committed packages that cannot be delivered on a 1st attempt, a 2nd attempt should be made, when possible, during normal business hours. This 2nd attempt is also recorded as a stop.
 - ✓ **Returning to an address to deliver Ground packages, where only Air was delivered** earlier, is recorded as a stop.
 - Having Air and Ground for a consignee does not mean that service providers should count an additional stop by recording twice and getting two signatures.
 - In the Dispatch Plan, every attempt is made to have ALL packages delivered in trace. The service provider must make the final decision when to break off from delivering both Air and Ground packages for the same stop, and deliver only the Air packages to meet time commitments.
 - ✓ **Directed by center to return to a stop** - Any time a service provider is directed by the center management (i.e., PTPCS or an ODS event) to return to a customer for a 2nd attempt, the attempt is recorded as a stop.
 - ✓ **Left at** - after a valid delivery attempt where the original consignee was not in, an InfoNotice was used, and the package was left with a neighbor, a neighboring business or apartment, or the apartment manager, record as a stop.
 - Packages left with someone, other than the original consignee, needs to be designated as left at.
 - All left at stops require a signature. Whenever you leave a package with anyone other than the original consignee, make sure to leave a UPS InfoNotice at the original receiver's location.

- ✓ **Incorrect Address** - A package with an incorrect address should be recorded as a stop using the correct address.
 - **(DIAD Instruction)** Key enter the correct address in the delivery address screen, Select PkgInfo, Select AddrCorrect, and key enter the address that appears on the package.
 - ✓ **Signed InfoNotice** - When a package can be delivered to a location where the customer left a signed InfoNotice, record the delivery as a stop.
 - Signed delivery notices **cannot** be accepted for "Signature Required" or "Adult Signature Required" packages nor in Driver Release areas where the package cannot be left in a safe area.
 - ✓ **A Return Service or a Call Tag with other deliveries** is not recorded as a separate stop if attempted with other delivery packages.
 - A Return Services or Call Tag should not be recorded as complete until the package is picked up.
 - A Return Service Send Again or Call Tag Send Again should be recorded as Not In or Not Ready.
 - Any Return Services or Call Tag not attempted should be recorded as Missed.
 - **(DIAD Instruction)** key the address or scan if in an EDD site, scan the Return Service Barcode, Select "NonDel", Select Other, Select "Missed" .
 - **Packages for Multiple Consignees left at Central Receiving/Mail Room and recorded as One Stop**
 - ✓ When individual delivery attempts are NOT made, InfoNotices are not used, and when packages are Left At one place - a Designated Package Room (mailrooms, apartment leasing office, apartment manager's office etc.) must be recorded as one stop.
 - ✓ When there is also a delivery package for the leasing office or the apartment complex or manager (where packages for multiple consignees are being left at) this delivery is recorded as part of the stop and no additional stop credit should be taken.
 - **Designated Package Room Definition** - A mailroom or package room or office set aside in a residential or institutional type building which
 - has an attendant to receive packages for the building's occupants or
 - handles all the receiving for multiple locations around the city or
 - where a receiver has multiple buildings with one address - campus style, military base style where individual building numbers are indicated.)
 - ✓ **(DIAD Instruction)** Pre-record the stops, designate each stop as a Duplicate stop on the Pre-Recorded Stop List in order to "Bundle" the stops.
 - Follow these steps to deliver multiple delivery addresses to one central receiving location or mailroom. This type of delivery counts as one stop.
 - From the "Street #" field on the Delivery Address screen, press Soft key ⊙ beneath "PreRec" to access pre-record stop list.
 - Use Little Arrow Up ↑ and Little Arrow Down ↓ to highlight appropriate consignee.
 - Press Soft key ⊙ beneath "Dup/Com" (commercial) or "Dup/Res" (residence) at selected stop to tag each one, as left at the receiving location or mailroom.
- NOTE:** The flag "LR" or "LC" will appear to the right of the "# Pkg" column for the non duplicate consignee packages. The flag "DR" or "DC" (for "Duplicate") will appear for additional packages left at the same address.
- After tagging the necessary stops, press Signature –.
 - Verify the number of stops and packages and press Enter →.
 - Have the receiver sign the DIAD using the stylus. Press Signature – again.
 - Clarify the receiver's last name in the "Clarification" field. Press Enter →.
 - Press Stop Complete 4. The Delivery Location/Receiver screen will appear- Indicate where you left the packages.
 - Key enter the left at address for the packages.

- **Packages for Multiple Consignees Left-At One Location and recorded as Individual Stops**
 - ✓ When individual delivery attempts are made and InfoNotices are left at individual addresses, suites, apartment numbers etc., and the packages for different consignees are then left at one place - Package Rooms, mailrooms, apartment leasing office, apartment manager, etc.
 - ✓ **(DIAD Instruction)** Pre-record the stops, designate each stop as a left at on the Pre-Recorded Stop List in order to "Bundle" the stops. Do not use the Duplicate key. Get 1 signature. The pre-recorded indirect stops will be counted as separate stops.
 - Follow these steps if you attempt to deliver multiple stops and leave them at one address. Each recorded address is counted as a stop.
 - Highlight bottom line and press Soft key Ⓞ beneath "PreRec" to access pre-record stop list.
 - Use Little Arrow Up ↑ and Little Arrow Down ↓ to scroll to each stop that will be tagged as left at.
 - Press Soft key Ⓞ beneath "LA/Com" (commercial) or "LA/Res" (residence) at each stop. Original Receiver Residence/Commercial Indicator screen will display for each stop.
- NOTE: The flag "LR" will appear next to packages marked "Left At Residence."
The flag "LC" will appear next to packages marked "Left At Commercial."
- After tagging the necessary stops, press Signature --.
 - Verify the number of stops and packages and press Enter →.
 - Have the receiver sign the DIAD using the stylus. Press Signature - again.
 - Clarify the receiver's last name in the "Clarification" field. Press Enter →.
 - Press Stop Complete 4. The Delivery Location/Receiver screen will appear, Indicate where you left the packages.
 - Key enter the left at address for the packages.

PICKUP RECORDING

- **Packages picked up at a regular account (including One Time and On Demand Pickups), REGARDLESS OF THEIR SOURCE, do not require scanning. The only pickup packages that require a pickup scan by the service provider are:**
 - ✓ All packages picked up at a Drop Box or
 - ✓ Any On Line system and other prepaid service packages that are received by "Walk up" or "Drive Up" customers.
- **Individual Pickup Stops Recording**
 - ✓ **Scheduled UPS Customer Pickup Accounts**
 - **(DIAD Instruction)** Select the Stop in the DIAD, Verify the package count and Scan the Pickup Summary Barcode (PSB), if applicable.
 - If any other Prepaid packages or other On Line systems packages are also picked up at the stop, they are counted as part of the **total pickup package count, they do not** require a service provider pickup scan, and are not counted as an additional stop.
 - ✓ **Unscheduled Pickup - used when the pickup is not in the DIAD pickup schedule or any time a service provider is directed by the center management (i.e., PTPCS or an ODS event) to complete a pickup.**
 - **(DIAD Instruction)** Select #2 - Unscheduled from the DIAD main menu, key the address, the shipper information, and the appropriate piece count.
 - If any other Prepaid packages or other On Line systems packages are also picked up at the stop, they are counted as part of the **total pickup package count, they do not** require a service provider pickup scan, and are not counted as an additional stop.
 - ✓ **Scheduled Drop Box Pickup**
 - **(DIAD Instruction)** Select the Drop Box Pickup from the Scheduled Pickup menu list
 - Scan the Drop Box Barcode
 - Scan each package and any PSB that may have been left in the box
 - Enter the total number of packages picked up in the DIAD under the appropriate service categories
 - ✓ **Unscheduled Drop Box Pickup (do not enter as an ODS event)**
 - **(DIAD Instruction)** Select Unscheduled Pickup, Enter the Drop Box Pickup address
 - Scan the Drop Box Barcode. Answer appropriately when asked if this is a Drop Box Pickup.
 - Scan each package and any PSB that may have been left in the box.
 - Enter the total number of packages picked up in the DIAD under the appropriate service categories.

- ✓ **One Time Pickups**
 - **(DIAD Instruction)** Record as One Time Pickup and complete the stop with the proper notation of payment.
 - NOTE: One Time Pickup packages do not require a pickup scan.
- ✓ **On Demand Pickup Stops - ODS Events**
 - **(DIAD Instruction)** Select 9 from the DIAD main menu screen, enter the address, press the big arrow down, and complete the On Demand Pickup detail screen.
 - On Demand Pickup packages do not require a pickup scan.
 - NOTE: A service provider should **never add an ODS event** unless specifically directed to do so by the center team. ODS events are **only** to be used for customers requesting On Demand Pickups.
- **Recording Multiple Pickup Stops**
 - When **two** different shippers (different company names, different shipper numbers) use the same pickup address and shipping location.
 - These accounts should be indicated as separate stops in the DIAD pickup log and recorded accordingly.
 - When a shipper has multiple shipper numbers and accounts picked up at one location (same address).
 - These accounts should be indicated as separate stops in the DIAD pickup log and recorded accordingly.
 - When **multiple** service providers (i.e., premium service providers, walkers) are required by plan to complete a regularly scheduled pick up, the account should be listed in each pickup log and picked up and recorded accordingly.
- **Scheduled Pickups Not Made**
 - ✓ **Any Pickup Stops not completed** by the service provider should never be "stop completed"
 - **(DIAD Instruction)** When punching out, the service provider should answer "No" when asked, "Do you want to complete the remaining pickups stops?"
 - ✓ Examples:
 - Pickups assigned to a route but not made.
 - Invalid pickup accounts listed on the pickup log (Suspended, Cancelled).
 - The Service Provider should report invalid pickups to the center immediately.
 - NOTE: It is the center team's responsibility (Management and Service Provider) to maintain the accuracy of the Pickup Logs.
 - Name, Address, Suite #, Apt #, pickup location, Shipper number, Customer Phone #, Pickup Order, Scheduled Pickup Time and Closing time.
- **"Walk up" or "Drive Up" pickup volume**
 - ✓ Do not use **Unscheduled Pickup** in DIAD for Prepaid System and Shipping Documents handed to the service provider by "Walk up" or Drive Up" customers. These are not stops.
 - ✓ The service provider must ensure that the packages have the "Bowtie" emblem from an On-Line system or other prepaid systems and meet the clean package requirements.
 - **(DIAD Instruction)** Access the Special Counts via the soft key, Scan the package, enter the number of Prepaid System packages and Shipping Documents received into the PPD (Prepaid Package) Check Add field under Special Counts (**SPLCNTS**).
 - From most Delivery, Pickup, or Statistics Card screens, or at the Package Type Screen, press Soft key ⊕ beneath "Splcnts".
- **Missed Package at a pickup**
 - ✓ If a service provider missed a pickup package, and must return to the shipper, an additional stop should not be recorded.
 - **(DIAD Instruction)** edit the package count on the original Pickup Stop screen.
 - ✓ NOTE: If a service provider is directed by the center management (PTPCS or an ODS event) to pickup a missed pickup package by another service provider, an unscheduled pickup stop should be created and recorded.

- **Not Ready Pickup Stops**

- ✓ If a pickup is not ready at the scheduled pickup time, and the service provider must return to pick up **additional volume**, the 2nd trip should **not** be recorded as an additional stop.

- **DIAD instruction:**

- The 1st attempt should be stop completed to document the on time attempt.
 - The service provider should return to the original pickup stop screen on the 2nd trip and edit the package count.

Driver's Signature: _____ Supervisor's Signature: _____

Center: _____ Date: _____

CORPORATE INDUSTRIAL ENGINEERING

WORK METHODS UPDATE

DATE ISSUED: 10-22-08

IMPLEMENT BY: 10-31-08

ISSUED BY: Steve Smith

REFERENCE: SEAT BELT AND IGNITION SEQUENCE FOR DIESEL CARS

MANUAL: 900-003-340 and 900-003-340-E

CHANGE: Separate seat belt and ignition sequence methods for Gasoline Cars and Diesel Cars were developed

Section 9. On Road: Delivery – Load, Prepare, and Start the Car

IV. Start Car

B. *Seat belt and ignition Sequence*

Gasoline Cars

If a 3-point harness seat belt is installed, first fasten the seat belt and then insert the ignition key. For single lap belts, buckle the seat belt while inserting the ignition key.

Diesel Cars

Insert the ignition key, turn to the on position and then fasten the seat belt.

Start the engine with one hand while releasing the parking brake with the other.

Section 16. On Road: Pickup –Start the Car

II. Start Car

A. *Seat belt and ignition Sequence*

Gasoline Cars

If a 3-point harness seat belt is installed, first fasten the seat belt and then insert the ignition key. For single lap belts, buckle the seat belt while inserting the ignition key.

Diesel Cars

Insert the ignition key, turn to the on position and then fasten the seat belt.

Start the engine with one hand while releasing the parking brake with the other.

The above methods change modifies the method for drivers with diesel cars and eliminates the wait time associated with diesel package cars.